

## Safety Attribute Inspection (SAI) Data Collection Tool

### 2.1.2 Content Consistency Across Manuals (AW)

#### ELEMENT SUMMARY INFORMATION

**Purpose of this Element** (certificate holder's responsibility):

- To ensure the certificate holder's current manual used for guidance of flight, ground operations, and management personnel is consistent in its content across manuals for conducting operations.

**Objective** (FAA oversight):

- To determine if the certificate holder's Content Consistency Across Manuals process meets all applicable requirements of Title 14 of the Code of Federal Regulations (14 CFR) and FAA policies.
- To determine if the certificate holder's Content Consistency Across Manuals process incorporates the safety attributes.
- To identify any shortfalls in the certificate holder's Content Consistency Across Manuals process.

**Specific Instructions:**

- Intentionally Left Blank

#### SUPPLEMENTAL INFORMATION

**Specific Regulatory Requirements (SRRs):**

- SRRs:
  - 119.43(b)
  - 119.43(b)(1)
  - 119.43(b)(2)
  - 119.43(c)
  - 119.65(e)(2)
  - 119.65(e)(3)
  - 121.135(a)(1)
  - 121.135(a)(2)
  - 121.135(a)(3)
  - 121.135(a)(4)
  - 121.135(b)(1)
  - 121.135(b)(11)
  - 121.135(b)(16)
  - 121.135(b)(17)
  - 121.135(b)(18)
  - 121.135(b)(19)
  - 121.135(b)(2)
  - 121.135(b)(20)
  - 121.135(b)(22)
  - 121.135(b)(23)
  - 121.135(b)(23)(i)
  - 121.135(b)(23)(ii)
  - 121.135(b)(23)(iii)

- SRRs:
  - 121.135(b)(24)
  - 121.135(b)(3)
  - 121.135(b)(5)
  - 121.360(c)
  - 121.360(d)
  - 121.369(a)
  - 121.369(b)
  - 121.369(b)(1)
  - 121.369(b)(2)
  - 121.369(b)(3)
  - 121.369(b)(4)
  - 121.369(b)(5)
  - 121.369(b)(6)
  - 121.369(b)(7)
  - 121.369(b)(8)
  - 121.369(b)(9)
  - 121.369(c)
  - 121.369(c)(1)
  - 121.369(c)(2)
  - 121.369(c)(3)
  - 121.628

**Related CFRs & FAA Policy/Guidance:**

- Related CFRs:
  - Intentionally left blank
- FAA Policy/Guidance:
  - Intentionally left blank

**SAI SECTION 1 - PROCEDURES ATTRIBUTE**

**Objective:** Procedures, instructions, and information contained in the certificate holder's manual are documented methods for accomplishing a process. Policies contained in the certificate holder's manual should establish the certificate holder's compliance posture. Policies may not be stand-alone statements but may be imbedded within procedures, instructions, or information regarding a particular regulatory requirement. The questions in this section of the data collection tool (DCT) are designed to assist the inspector in determining if the certificate holder's manual has documented or prescribed methods of accomplishing the process requirements that provide answers to the associated questions regarding who, what, when, where, and how. This section contains policy questions, procedural questions, and instructional or informational questions pertaining to various types of certificate holder requirements such as actions, prohibitions, or resources (i.e., personnel, facilities, equipment, technical data, etc.).

**Tasks**

	To meet this objective, the inspector must accomplish the following tasks:
1.	Review the information listed in the Supplemental Information section of this DCT.
2.	Review the duties and responsibilities for management and other personnel identified by the certificate holder who accomplish the Content Consistency Across Manuals process.
3.	Review the certificate holder's manual to ensure that it contains policies, procedures, instructions, and information necessary for the Content Consistency Across Manuals process.

**Questions**

	To meet this objective, the inspector must answer the following questions:	
1.	Does the content of the certificate holder's manual meet the specific regulatory and FAA policy requirements for a Content Consistency Across Manuals process:	
1.1.	Does the certificate holder's manual revision process require consistency throughout the various parts of the manual? SRRs: 121.135(a)(2)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.2.	Does the certificate holder's manual require consistency with applicable Federal regulations? SRRs: 121.135(a)(4)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.3.	In the case of a flag or supplemental operation, does the certificate holder's manual require consistency with applicable foreign regulations? SRRs: 121.135(a)(4)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.4.	Does the certificate holder's manual require consistency with applicable operations specifications? SRRs: 121.135(a)(4)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.5.	Does the certificate holder's manual require consistency with the certificate holder's operating certificate? SRRs: 121.135(a)(4)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.6.	Does the certificate holder's manual include instructions and information necessary for personnel concerned to:	
1.6.1	Ensure the manual contains a list of names and business addresses of the individuals assigned to positions listed in 14 CFR part 119, section 119.65(a)?  SRRs: 119.65(e)(2)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

1.6.2	Ensure the manual contains a policy that the certificate holder must notify the certificate-holding district office within 10 days of any change in personnel or any vacancy in any position listed in 14 CFR part 119, section 119.65(a)?  SRRs: 119.65(e)(3)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.6.3	Ensure the manual be in a form that is easy to revise? SRRs: 121.135(a)(2)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.6.4	Have the date of last revision on each page concerned? SRRs: 121.135(a)(3)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.7.	Does the certificate holder's manual, which may be in two or more separate parts, require consistency in the information presented for each group of personnel:	
1.7.1	General policies? SRRs: 121.135(b)(1)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.7.2	Duties and responsibilities of each appropriate member of the ground organization and management personnel? SRRs: 121.135(b)(2)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.7.3	Procedures for the dispatch or release or continuance of flight if any item of equipment required for the particular type of operation becomes inoperative or unserviceable en route? SRRs: 121.135(b)(5)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.7.4	Emergency equipment and procedures? SRRs: 121.135(b)(11)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.7.5	Instructions and procedures for maintenance? SRRs: 121.135(b)(16)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.7.6	Instructions and procedures for preventive maintenance? SRRs: 121.135(b)(16)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.7.7	Instructions and procedures for servicing? SRRs: 121.135(b)(16)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.7.8	Time limitations, or standards for determining time limitations, for overhauls? SRRs: 121.135(b)(17)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.7.9	Time limitations, or standards for determining time limitations, for inspections? SRRs: 121.135(b)(17)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.7.10	Time limitations, or standards for determining time limitations, for checks of airframes? SRRs: 121.135(b)(17)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.7.11	Time limitations, or standards for determining time limitations, for engines? SRRs: 121.135(b)(17)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.7.12	Time limitations, or standards for determining time limitations, for propellers? SRRs: 121.135(b)(17)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

1.7.13	Time limitations, or standards for determining time limitations, for appliances? SRRs: 121.135(b)(17)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.7.14	Time limitations, or standards for determining time limitations, for emergency equipment? SRRs: 121.135(b)(17)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.7.15	Procedures for refueling aircraft? SRRs: 121.135(b)(18)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.7.16	Procedures for eliminating fuel contamination? SRRs: 121.135(b)(18)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.7.17	Procedures for protection from fire during refueling (including electrostatic protection)? SRRs: 121.135(b)(18)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.7.18	Airworthiness inspections, including instructions, procedures, standards, responsibilities, and authority of inspection personnel? SRRs: 121.135(b)(19)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.7.19	Methods and procedures for maintaining the aircraft weight and center of gravity within approved limits? SRRs: 121.135(b)(20)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.7.20	Accident notification procedures? SRRs: 121.135(b)(22)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.7.21	Procedures and information to assist personnel to identify packages marked or labeled as containing hazardous materials? SRRs: 121.135(b)(23)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.7.22	If the certificate holder carries, stores or handles hazardous materials the following applies:	
1.7.22.1	Procedures and instructions relating to the carriage, storage, or handling of hazardous material? SRRs: 121.135(b)(23)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.7.22.2	Procedures and instructions for determining the proper shipper certification required by 49 CFR subchapter C? SRRs: 121.135(b)(23)(i)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.7.22.3	Procedures and instructions for determining the proper packaging, marking, and labeling? SRRs: 121.135(b)(23)(i)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.7.22.4	Procedures and instructions for determining the proper compatibility of materials? SRRs: 121.135(b)(23); 121.135(b)(23)(i)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.7.22.5	Procedures and instructions on the loading hazardous materials? SRRs: 121.135(b)(23)(i)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.7.22.6	Notification procedures for reporting hazardous material incidents as required	<input type="checkbox"/> Yes

	by 49 CFR subchapter C? SRRs: 121.135(b)(23)(ii)	<input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.7.23	Instructions and procedures for the notification of the pilot in command when there are hazardous materials aboard, as required by 49 CFR subchapter C?  SRRs: 121.135(b)(23)(iii)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.7.24	Other information or instructions relating to safety? SRRs: 121.135(b)(24)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.8.	Does the certificate holder's manual contain a chart or description of the certificate holder's organization required by 14 CFR part 121, section 121.365: SRRs: 121.369(a)	
1.8.1	A list of persons with whom it has arranged for the performance of any of its required inspections and other maintenance, preventive maintenance, or alterations, including a general description of that work? SRRs: 121.369(a)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.9.	Does the certificate holder's manual contain the programs required by 14 CFR part 121, section 121.367, that must be followed in performing maintenance, preventive maintenance, and alterations of that certificate holder's airplanes, including airframes, engines, propellers, appliances, emergency equipment, and parts thereof? SRRs: 121.369(b)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.10.	Does the certificate holder's programs required by 14 CFR part 121, section 121.367, include at least the following:	
1.10.1	The method of performing routine maintenance, non-routine maintenance (other than required inspections), preventive maintenance, and alterations?  SRRs: 121.369(b)(1)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.10.2	A designation of the items of maintenance and alteration that must be inspected (required inspections), including at least those that could result in a failure, malfunction, or defect endangering the safe operation of the aircraft, if not performed properly or if improper parts or materials are used? SRRs: 121.369(b)(2) <i>Related Design JTIs:</i> 1. Check that the Certificate Holder's manual contains s designation of the items of maintenance and alteration that must be inspected (required inspections). This designation must include at least those that could result in a failure, malfunction, or defect endangering the safe operation of the aircraft, if not performed properly or if improper parts or materials are used. <i>Sources:</i> 121.369(b)(2) <i>Interfaces:</i> 1.3.4(AW); 1.3.14(AW)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.10.3	The method of performing required inspections? SRRs: 121.369(b)(3)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.10.4	A designation by occupational title of personnel authorized to perform each required inspection? SRRs: 121.369(b)(3)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

1.10.5	Procedures for the reinspection of work performed pursuant to previous required inspection findings (buy-back procedures)? SRRs: 121.369(b)(4)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.10.6	Procedures, standards, and limits necessary for required inspections and acceptance or rejection of the items required to be inspected?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.10.7	Procedures, standards, and limits for periodic inspection and calibration of precision tools, measuring devices, and test equipment? SRRs: 121.369(b)(5)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.10.8	Procedures to ensure that all required inspections are performed? SRRs: 121.369(b)(6)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.10.9	Instructions to prevent any person who performs any item of work from performing any required inspection of that work? SRRs: 121.369(b)(7)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.10.10	Instructions and procedures to prevent any decision of an inspector, regarding any required inspection, from being countermanded by persons other than supervisory personnel of the inspection unit or a person at that level of administrative control that has overall responsibility for the management of both the required inspection functions and the other maintenance, preventive maintenance, and alterations functions? SRRs: 121.369(b)(8)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.10.11	Procedures to ensure that required inspections, other maintenance, preventive maintenance, and alterations that are not completed as a result of shift changes or similar work interruptions are properly completed before the aircraft is released to service? SRRs: 121.369(b)(9)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.11.	Does the certificate holder set forth in its manual a suitable system (which may include a coded system) that provides for preservation and retrieval of information in a manner acceptable to the Administrator? SRRs: 121.369(c)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.12.	Does the certificate holder's manual describe a suitable system (or reference to data acceptable to the Administrator) of the work performed and the name of the person performing the work if the work is performed by a person outside the organization of the certificate holder, and the name or other positive identification of the individual approving the work? SRRs: 121.369(c)(1); 121.369(c)(2); 121.369(c)(3)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.13.	Does the certificate holder's manual ensure consistency between the approved minimum equipment list and the certificate holder's specific aircraft?  SRRs: 121.628	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.	Does the certificate holder's manual contain general policies for this element that comply with the SRRs? SRRs: 119.43(b); 119.43(b)(1); 119.43(b)(2); 119.43(c); 121.135(b)(1); 121.360(c); 121.360(d) <i>Related Design JTIs:</i> 1. Check that the Certificate Holder's manual includes a general policy to clearly identify each excerpt as a part of its operation specifications. <i>Sources:</i> 119.43(b)(1); 121.135(b)(1) <i>Interfaces:</i> 1.1.3(AW); 1.2.6(AW); 1.3.1(AW); 1.3.2(AW); 1.3.5(AW); 1.3.6(AW); 1.3.7(AW); 1.3.12(AW); 1.3.15(AW); 1.3.17(AW);	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	<p>1.3.18(AW); 1.3.19(AW); 1.3.21(AW); 1.3.22(AW); 1.3.23(AW); 3.1.11(OP); 3.1.12(OP); 5.1.8(AW); 5.1.8(OP); 5.1.9(AW); 5.1.9(OP); 7.1.1(AW); 7.1.2(AW); 7.1.3(AW); 7.1.3(OP)</p> <p>2. Check that the Certificate Holder's manual includes a general policy that compliance with each operations specifications requirement is mandatory. <i>Sources:</i> 119.43(b)(2); 121.135(b)(1)</p> <p>3. Check that the Certificate Holder's manual required by 121.133 includes a general policy stating the duties, responsibilities and authority of personnel required under 119.65(a)(1-5). <i>Sources:</i> 119.65(e)(1); 121.135(b)(1) <i>Interfaces:</i> 2.1.1(AW); 2.1.1(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 7.1.1(AW); 7.1.2(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.6(AW)</p> <p>4. Check that the Certificate Holder's manual includes a general policy to list in its manual the names and business addresses of the individuals assigned to the positions listed in 119.65(a)(1-5). <i>Sources:</i> 119.65(e)(2); 121.135(b)(1) <i>Interfaces:</i> 2.1.1(AW); 2.1.1(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 7.1.1(AW); 7.1.2(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.6(AW)</p> <p>5. Check that the Certificate Holder's manual includes a general policy to have maintenance information and instructions, in printed form or other form acceptable to the administrator. (in whole or in part) <i>Sources:</i> 121.133(b); 121.135(b)(1) <i>Interfaces:</i> 2.1.4(AW); 2.1.4(OP)</p> <p>6. Check that the Certificate Holder's manual includes a general policy to not be contrary to any applicable Federal regulation or the certificate holder's operations specifications or operating certificate. <i>Sources:</i> 121.135(a)(4); 121.135(b)(1) <i>Interfaces:</i> 1.1.1(AW); 1.1.2(AW); 1.1.2(OP); 1.1.3(AW); 1.2.1(AW); 1.2.2(AW); 1.2.3(AW); 1.2.4(AW); 1.2.5(AW); 1.2.6(AW); 1.3.1(AW); 1.3.2(AW); 1.3.3(AW); 1.3.4(AW); 1.3.5(AW); 1.3.6(AW); 1.3.7(AW); 1.3.8(AW); 1.3.9(AW); 1.3.10(AW); 1.3.11(AW); 1.3.12(AW); 1.3.13(AW); 1.3.14(AW); 1.3.15(AW); 1.3.16(AW); 1.3.17(AW); 1.3.18(AW); 1.3.19(AW); 1.3.20(AW); 1.3.21(AW); 1.3.22(AW); 1.3.23(AW); 1.3.24(AW); 1.3.25(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.5(OP); 3.1.6(OP); 3.1.7(OP); 3.1.8(OP); 3.1.9(OP); 3.1.10(OP); 3.1.11(OP); 3.1.12(OP); 3.1.13(OP); 3.2.1(OP); 3.2.2(OP); 3.2.3(OP); 4.1.1(AW); 4.1.2(AW); 4.2.1(AW); 4.2.2(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.7(OP); 4.2.8(AW); 4.2.8(OP); 4.2.9(OP); 4.2.10(OP); 4.2.11(OP); 4.3.1(OP); 4.3.2(OP); 4.3.3(OP); 4.4.1(AW); 4.4.2(AW); 4.4.3(AW); 4.4.4(AW); 5.1.1(AW); 5.1.2(AW); 5.1.3(AW); 5.1.4(AW); 5.1.5(OP); 5.1.6(OP); 5.1.7(OP); 5.1.8(AW); 5.1.8(OP); 5.1.9(AW); 5.1.9(OP); 6.1.1(OP); 6.1.2(OP); 6.1.3(OP); 6.1.4(OP); 6.2.1(AW); 7.1.1(AW); 7.1.2(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.5(OP); 7.1.6(AW); 7.2.1(OP)</p> <p>7. Check that the Certificate Holder's manual includes a general policy stating the duties and responsibilities of each crewmember. <i>Sources:</i> 121.135(b)(1); 121.135(b)(2) <i>Interfaces:</i> 1.3.5(AW); 1.3.16(AW); 1.3.17(AW); 1.3.18(AW);</p>	
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	<p>7.2.1(OP)</p> <p>8. Check that the Certificate Holder's manual includes a general policy stating the duties and responsibilities of appropriate members of the ground organization. <i>Sources:</i> 121.135(b)(1); 121.135(b)(2) <i>Interfaces:</i> 1.3.14(AW); 3.1.12(OP); 5.1.1(AW); 7.2.1(OP)</p> <p>9. Check that the Certificate Holder's manual includes a general policy stating the duties and responsibilities of management personnel. <i>Sources:</i> 121.135(b)(1); 121.135(b)(2) <i>Interfaces:</i> 7.1.1(AW); 7.1.2(AW); 7.1.3(AW); 7.1.3(OP); 7.1.6(AW); 7.2.1(OP)</p> <p>10. Check that the Certificate Holder's manual includes a general policy with references to appropriate Federal Aviation Regulations. <i>Sources:</i> 121.135(b)(1); 121.135(b)(3)</p> <p>11. Check that the Certificate Holder's manual contains a general policy with an outline of all input sources that must be operative for the TCAS to function properly. <i>Sources:</i> 121.135(b)(1); 121.356(c)(2) <i>Interfaces:</i> 1.1.2(AW); 1.1.2(OP)</p> <p>12. Check that the Certificate Holder's Airplane Flight Manual contains a general policy with an outline of all input sources that must be operating for the GPWS. <i>Sources:</i> 121.135(b)(1); 121.360(b)(2) <i>Interfaces:</i> 1.1.2(AW); 1.1.2(OP)</p> <p>13. Check that the Certificate Holder's manual includes a general policy with a chart or description of the certificate holder's organization required by Sec. 121.365. <i>Sources:</i> 121.369(a) <i>Interfaces:</i> 1.3.14(AW)</p> <p>14. Check that the Certificate Holder's manual includes a general policy listing persons with whom it has arranged for the performance of any of its required inspections, including a general description of that work. <i>Sources:</i> 121.135(b)(1); 121.369(a) <i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW)</p> <p>15. Check that the Certificate Holder's manual includes a general policy listing persons with whom it has arranged for the performance of any of its other maintenance, including a general description of that work. <i>Sources:</i> 121.135(b)(1); 121.369(a) <i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW)</p> <p>16. Check that the Certificate Holder's manual includes a general policy listing persons with whom it has arranged for the performance of any of its preventive maintenance, including a general description of that work. <i>Sources:</i> 121.135(b)(1); 121.369(a) <i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW)</p> <p>17. Check that the Certificate Holder's manual includes a general policy listing persons with whom it has arranged for the performance of any of its alterations, including a general description of that work. <i>Sources:</i> 121.135(b)(1); 121.369(a) <i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW)</p>	
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	<p>18. Check that the Certificate Holder's manual includes a general policy with the programs required by Sec. 121.367 that must be followed in performing maintenance, preventive maintenance, and alterations of that certificate holder's airplanes, including airframes, aircraft engines, propellers, appliances, emergency equipment and parts thereof. <i>Sources:</i> 121.135(b)(1); 121.369(b) <i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.14(AW)</p> <p>19. Check that the Certificate Holder's manual contains a general policy designating by occupational title the personnel authorized to perform each required inspection. <i>Sources:</i> 121.135(b)(1); 121.369(b)(3) <i>Interfaces:</i> 1.3.4(AW); 1.3.14(AW)</p>	
3.	<p>Does the certificate holder's manual reference the appropriate Federal Aviation Regulations listed in the Supplemental Information section of this safety attribute inspection (SAI)? <i>SRRs:</i> 121.135(b)(3)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
4.	<p>Does the certificate holder's manual contain the duties and responsibilities for personnel concerned to accomplish this element? <i>SRRs:</i> 121.135(b)(2)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.	<p>Does the certificate holder's manual include instructions and information for personnel concerned to perform the requirements of this element? <i>SRRs:</i> 121.135(a)(1) <i>Related Design JTIs:</i></p> <p>1. Check that Certificate Holder's manual includes instructions and information necessary to allow the personnel concerned to perform their duties and responsibilities with a high degree of safety. <i>Sources:</i> 121.135(a)(1) <i>Interfaces:</i> 1.1.1(AW); 1.1.2(AW); 1.1.2(OP); 1.1.3(AW); 1.2.1(AW); 1.2.2(AW); 1.2.3(AW); 1.2.4(AW); 1.2.5(AW); 1.2.6(AW); 1.3.1(AW); 1.3.2(AW); 1.3.3(AW); 1.3.4(AW); 1.3.5(AW); 1.3.6(AW); 1.3.7(AW); 1.3.8(AW); 1.3.9(AW); 1.3.10(AW); 1.3.11(AW); 1.3.12(AW); 1.3.13(AW); 1.3.14(AW); 1.3.15(AW); 1.3.16(AW); 1.3.17(AW); 1.3.18(AW); 1.3.19(AW); 1.3.20(AW); 1.3.21(AW); 1.3.22(AW); 1.3.23(AW); 1.3.24(AW); 1.3.25(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.5(OP); 3.1.6(OP); 3.1.7(OP); 3.1.8(OP); 3.1.9(OP); 3.1.10(OP); 3.1.11(OP); 3.1.12(OP); 3.1.13(OP); 3.2.1(OP); 3.2.2(OP); 3.2.3(OP); 4.1.1(AW); 4.1.2(AW); 4.2.1(AW); 4.2.2(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.7(OP); 4.2.8(AW); 4.2.8(OP); 4.2.9(OP); 4.2.10(OP); 4.2.11(OP); 4.3.1(OP); 4.3.2(OP); 4.3.3(OP); 4.4.1(AW); 4.4.2(AW); 4.4.3(AW); 4.4.4(AW); 5.1.1(AW); 5.1.2(AW); 5.1.3(AW); 5.1.4(AW); 5.1.5(OP); 5.1.6(OP); 5.1.7(OP); 5.1.8(AW); 5.1.8(OP); 5.1.9(AW); 5.1.9(OP); 6.1.1(OP); 6.1.2(OP); 6.1.3(OP); 6.1.4(OP); 6.2.1(AW); 7.1.1(AW); 7.1.2(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.5(OP); 7.1.6(AW); 7.2.1(OP)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

SAI SECTION 1 - PROCEDURES ATTRIBUTE Drop-Down Menu	
1.	No procedures, policy, instructions or information specified.
2.	Procedures or instructions and information do not identify (who, what, when, where, how).
3.	Procedures, policy or instructions and information do not comply with CFR.
4.	Procedures, policy or instructions and information do not comply with FAA policy and guidance.
5.	Procedures, policy or instructions and information do not comply with other documentation (e.g., manufacturer's data, Jeppesen's Charts, etc.).
6.	Procedures, policy or instructions and information unclear or incomplete.
7.	Documentation quality (e.g., unreadable or illegible).
8.	Procedures, policy or instructions and information inconsistent across Certificate Holder manuals (FOM - Flight Operations Manual to GMM - General Maintenance Manual, etc.).
9.	Procedures, policy or instructions and information inconsistent across media (e.g., paper, microfiche, electronic).
10.	Resource requirements incomplete (personnel, facilities, equipment, technical data).
11.	Other.

## SAI SECTION 2 - CONTROLS ATTRIBUTE

**Objective:** Controls are checks and restraints designed into a process to ensure a desired result. The questions in this section of the DCT are designed to assist the inspector in determining if checks and restraints are designed into the process to ensure the desired result is achieved. Controls should be written into the manual system to ensure that the most important manual policies, procedures, or instructions and information will be followed.

Controls may be in the form of administrative controls, which are secondary or supplemental written procedures. Like written procedures, administrative controls also need to provide answers to questions regarding who, what, when, where, and how. Controls may also be in the form of engineered controls, such as automated features or mechanical actions or devices (i.e., safety devices, warning devices, etc.).

### Tasks

To meet this objective, the inspector must accomplish the following tasks:

1. Review the control questions below.
2. Review the certificate holder's policies, procedures or instructions, and information to gain an understanding of the controls that it has documented.

### Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Are the following controls built into the Content Consistency Across Manuals process:	
1.1.	Is there a control or controls in place to ensure that the contents of the certificate holder's manual are consistent across the various parts of the manual?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.2.	Is there a control or controls in place to ensure that the contents of the certificate holder's manual are consistent across various media in which the manual is presented (paper manuals, checklists, electronic means, microfiche, etc.)?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.	Does the certificate holder have a documented method for assessing the impact of any changes made to the controls in the Content Consistency Across Manuals process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

SAI SECTION 2 - CONTROLS ATTRIBUTE Drop-Down Menu	
1.	No controls specified.
2.	Documentation for the controls do not identify (who, what, when, where, how).
3.	Controls incomplete.
4.	Controls could be circumvented.
5.	Controls could be unenforceable.
6.	Resource requirements incomplete (personnel, facilities, equipment, technical data).
7.	Other.

### SAI SECTION 3 - PROCESS MEASUREMENT ATTRIBUTE

**Objective:** Process measurements are used by the certificate holder to measure and assess its processes, to identify and correct problems or potential problems, and to make improvements to the processes. The questions in this section of the DCT are designed to assist the inspector in determining if the certificate holder measures or assesses information to identify, analyze, and document potential problems with the process. Process measurements are a certificate holder's internal evaluation or auditing of the most important policies, procedures, or instructions and information associated with an element.

To prevent the duplication of work, process measurements are most commonly addressed through a combination of auditing features contained in both the certificate holder's safety program/internal evaluation program (for operations and cabin safety-related issues) and the auditing function of the Continuous Analysis and Surveillance System (for airworthiness or maintenance/inspection-related issues). The director of safety and the quality assurance department often work together to accomplish this function for the certificate holder. This approach requires amendment of the safety program/internal evaluation program audit forms or checklists and the Continuous Analysis and Surveillance System audit forms or checklists to include the specific process measurements for each element.

#### Tasks

	To meet this objective, the inspector must accomplish the following tasks:
1.	Review the process measurement questions below.
2.	Review the certificate holder's policies, procedures or instructions, and information to gain an understanding of the process measurements that it has documented.

#### Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Does the certificate holder's Content Consistency Across Manuals process include the following process measurements:	
1.1.	Is there a process measurement or process measurements that would identify if the contents of the certificate holder's manual are not consistent across the various parts of the manual?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.2.	Is there a process measurement or process measurements that would identify if the contents of the certificate holder's manual are not consistent across various media in which the manual is presented (paper manuals, checklists, electronic means, microfiche, etc.)?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.	Is there a process measurement or process measurements that would reveal if the certificate holder's policy, procedures, instructions, and information contained in its manual were not followed?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.	Does the certificate holder document its process measurement results?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
4.	Does the certificate holder's manual provide for the use of process measurement results to improve its programs?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<b>SAI SECTION 3 - PROCESS MEASUREMENT ATTRIBUTE</b> <b>Drop-Down Menu</b>	
1.	No process measurements specified.
2.	Documentation for the process measurements does not identify (who, what, when, where, how).
3.	Inability to identify negative findings.
4.	No provisions for implementing corrective actions.
5.	Ineffective follow-up to determine effectiveness of corrective actions.
6.	Resources requirements (personnel, facilities, equipment, technical data).
7.	Other.

### SAI SECTION 4 - INTERFACES ATTRIBUTE

**Objective:** Interfaces are used by the certificate holder to identify and manage the interactions between processes. The questions in this section of the DCT are designed to assist the inspector in determining whether or not interactions between the policies, procedures, or instructions and information associated with other independent processes within the certificate holder's organization are documented. Written policies, procedures, or instructions and information that are interrelated and located in different manuals within the certificate holder's manual system must be consistent and complement each other. For the interfaces to be effectively managed, it is not only important to identify what the interfaces are, but it is imperative to document the specific location of the interfaces within the certificate holder's manual system.

#### Tasks

	To meet this objective, the inspector must accomplish the following tasks:
1.	Review the interfaces associated with the Content Consistency Across Manuals process that have been identified along with the individual questions in section 1, Procedures, of this DCT.
2.	Review the certificate holder's policies, procedures, instructions, and information to gain an understanding of the interfaces that it has documented.

#### Questions

	To meet this objective, the inspector must answer the following questions: <P>NOTE: The design job task items (JTIs) displayed with the questions in section 1, Procedures, of this DCT identify potential interfaces (by element number) for this element.	
1.	Does the certificate holder's manual properly address the interfaces that are identified along with the individual questions in section 1, Procedures, of this DCT?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.	Does the certificate holder's manual document a method for assessing the impact of any changes to the associated interfaces within the Content Consistency Across Manuals process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain



<b>SAI SECTION 4 - INTERFACES ATTRIBUTE</b> <b>Drop-Down Menu</b>	
1.	No interfaces specified.
2.	The following interfaces not identified within the Certificate Holder's manual system:
3.	Interfaces listed are inaccurate.
4.	Specific location of interfaces not identified within the manual system.
5.	Other

## SAI SECTION 5 - MANAGEMENT RESPONSIBILITY & AUTHORITY ATTRIBUTES

**Objective:** The questions in this section address the responsibility and authority of the process. They are designed to assist the inspector in determining if there is a clearly identifiable, qualified, and knowledgeable person who is responsible for the process, is answerable for the quality of the process, and has the authority to establish and modify the process. (The person with the authority may or may not be the person with the responsibility.)

### Tasks

	To meet this objective, the inspector must accomplish the following tasks:
1.	Identify the person who has overall responsibility for the Content Consistency Across Manuals process.
2.	Identify the person who has overall authority for the Content Consistency Across Manuals process.
3.	Review the duties and responsibilities of the person(s) documented in the certificate holder's manual.
4.	Review the appropriate organizational chart.

### Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Does the certificate holder's manual clearly identify who is responsible for the quality of the Content Consistency Across Manuals process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title:
2.	Does the certificate holder's manual clearly identify who has authority to establish and modify the policies, procedures, instructions, and information for the Content Consistency Across Manuals process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title:
3.	Does the certificate holder's manual include the duties and responsibilities of those who manage work required by the Content Consistency Across Manuals process? SRRs: 121.135(b)(2)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
4.	Does the certificate holder's manual include instructions and information for those who manage the work required by the Content Consistency Across Manuals process? SRRs: 121.135(a)(1)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.	Does the certificate holder's manual clearly and completely document the responsibility for this position?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
6.	Does the certificate holder's manual clearly and completely document the authority for this position?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
7.	Does the certificate holder's manual clearly and completely document its qualification standards for the person having responsibility for the Content Consistency Across Manuals process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
8.	Does the certificate holder's manual clearly and completely document its qualification standards for the person having authority to establish and modify the certificate holder's policies, procedures, instructions, and information for the Content Consistency Across Manuals process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

9.	Does the certificate holder's manual clearly and completely document the procedures for delegation of authority for the Content Consistency Across Manuals process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
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<b>SAI SECTION 5 - MANAGEMENT RESPONSIBILITY &amp; AUTHORITY ATTRIBUTES</b> <b>Drop-Down Menu</b>	
1.	Not documented.
2.	Documentation unclear.
3.	Documentation incomplete.
4.	Other.